

CHAPTER 1

EDUCATIONAL SERVICES OFFICER FUNDAMENTALS

Many educational services officers (ESOs) initially have little or no experience in the field. They are normally assigned to an ESO billet as a collateral duty. Therefore, to do the job effectively, ESOs must receive training and learn where to find needed information. This course will provide a baseline of training and direct you where to find more detailed information.

If you have recently become an ESO, you are probably still learning your job and recognizing the extent of your responsibilities. You may still be trying to figure out just what your job as an ESO involves. You may be surprised to find that the responsibilities of an ESO are many, varied, and important to all command members. Your success or failure as an ESO directly affects the morale of the command. Normally, the ESO reports to the executive officer about the duty performance of ESO staff members. The ESO reports to the department head or appropriate division officer for the accountability and routine administration of personnel under his or her supervision. The ESO may obtain professional direction and assistance from educational advisers about the Navy College Program.

In this chapter we will discuss the duties and responsibilities of an ESO as they apply to the following areas:

- Examination administration,
- Educational programs,
- ESO references, and
- Library multimedia resource centers (LMRCs).

ESO DUTIES AND RESPONSIBILITIES

Learning Objectives: *List the duties and responsibilities of the ESO in terms of examinations, education programs, and education liaison.*

Standard Organization and Regulations of the U.S. Navy, OPNAVINST 3120.32, defines the duties and responsibilities of an ESO. The basic job of the ESO is to help the executive officer administer educational programs for the command. In this capacity, the ESO

coordinates officer and enlisted training and on-duty educational programs with department heads, division officers, and the planning board for training. He or she also works with the Navy College Program educational adviser to encourage personnel to take part in the Voluntary Education Programs.

EXAMINATIONS

The ESO often directs various examination administrations by providing material, space, and personnel. The ESO prepares, conducts, and grades examinations as required. At most commands, the ESO orders, safeguards, and administers the Navywide advancement examinations and performance tests. The administration procedures for Navywide examinations are discussed later in this manual.

EDUCATIONAL PROGRAMS

The ESO directs the educational programs for the command. He or she advises personnel about the availability of voluntary education programs and encourages them to take part in these programs. The ESO also helps personnel apply for educational programs. He or she helps personnel obtain vocational/technical certification, high school diplomas, and college degrees. The application procedures for various educational programs are discussed later in this manual.

EDUCATIONAL LIAISON

The ESO is the liaison between the command and the Navy College Office supporting the command. As the educational liaison, the ESO obtains technical and administrative information about the Navy College Program. The ESO coordinates with the Navy College Office to ensure voluntary educational programs are provided where compatible with operating schedules. Various media are used to publicize and promote the opportunities available through the education program. Some of the media used are ship and station newspapers and the Plan of the Day. The ESO also provides information regarding available Nonresident

Training Courses (NRTC) and instructions for ordering them.

- Q1. *The duties and responsibilities of the ESO are defined in what publication?*
- Q2. *Who is the liaison between the command and the Navy College Office supporting the command?*

ESO REFERENCES

Learning Objectives: *Identify essential ESO references.*

Now you know the broad responsibilities of an ESO. But how do you get the specific information you will need? Obviously, you need references. The following references make up a recommended reading list.

BASIC ESO REFERENCES

You should include the following references in your library. They will help you provide the proper guidance for the educational programs in your command:

- *Advancement Manual*, BUPERSINST 1430.16—This manual contains the procedures for the administration of the Navy enlisted advancement system (NEAS). The manual includes all aspects of the advancement system, such as advancement requirements and performance tests. It is used for enlisted members serving on active duty with the U.S. Navy, and U.S. Naval Reservist, both active and inactive.
- *Catalog of Nonresident Training Courses*. NAVEDTRA 12061—This publication lists the latest available Nonresident Training Courses. It also gives the proper procedures the ESO should follow when ordering them. This publication is updated periodically, and may be accessed on the Internet at www.advancement.cnet.navy.mil.
- *Catalog of Navy Training Courses (CANTRAC)*, NAVEDTRA 10500—This publication is available on CD-ROM and contains information on schools and courses.
- *Bibliography for Advancement-In-Rate Exam Study (BIBs)*—This is the basic reference for all rates and ratings. BIBs are developed by the exam writer (a Chief Petty Officer) to help Sailors study for the advancement-in-rate examination. BIBs are a list of references that include training courses (NRTC), instructions, technical manuals, guides, and other

publications commonly used in a rating. It is available ONLY in ELECTRONIC format and will be posted (issued) THREE times a year. For more information on BIBs, and how to print them, visit the Naval Education and Training Professional Development and Technology Center (NETPDTC) home page at: www.advancement.cnet.navy.mil.

- *Naval Military Personnel Manual (MILPERSMAN)*, NAVPERS 15560—This publication is available on CD-ROM and BUPERS home page, and governs many programs and policies in the Navy. This publication is a valuable tool for an ESO. It provides eligibility requirements where applicable and general information on the following ESO areas:

- Limited Duty Officer (LDO)/Chief Warrant Officer (CWO) Programs,
 - Physician's Assistant (PA) Training Program,
 - Selective Conversion and Reenlistment (SCORE) Program,
 - Selective Training and Reenlistment (STAR) Program,
 - Scholarships available to dependent sons and daughters of Navy and Marine Corps and Coast Guard members,
 - Naval Academy Program,
 - Naval Reserve Officers Training Corps (NROTC),
 - Broadened Opportunity for Officer Selection and Training Program (BOOST),
 - Definitions of enlisted rates and ratings,
 - Change in rate or rating,
 - Advancement (E-2 advancement, advancement after reduction, and identification of strikers),
 - Frocking,
 - Enlisted Commissioning Program (ECP),
 - Assignment of officers to service colleges, and
 - Service record.
- *Voluntary Education Programs in the Navy*, OPNAVINST 1560.9—This instruction provides policy, guidance, and information concerning voluntary education programs in the Navy.
 - *Enlisted to Officer Commissioning Programs Application Administrative Manual*, OPNAVINST 1420.1—This instruction provides the eligibility

requirements and application procedures for Enlisted to Officer commissioning programs.

- *Retention Team Manual*, NAVPERS 15878—This publication is available on CD-ROM and BUPERS home page, and contains a complete chapter on education programs, commissioning programs, and information on veterans' educational benefits.

- *Enlisted Transfer Manual (ENLTRANSMAN)*, NAVPERS 15909—This publication, available on CD-ROM and BUPERS home page, contains eligibility requirements and general information about the following ESO areas:

- Nuclear power training,
- Submarine training,
- Service schools (procedures for requesting service school quotas and for determining obligated service requirements for service schools), and
- Assignment to special programs.

- *Manual of Navy Enlisted Manpower and Personnel Classifications and Occupational Standards*, NAVPERS 18068—This manual is available on CD-ROM and BUPERS home page, and prescribes enlisted skill requirements. It is vital to all enlisted personnel and to every command in which enlisted personnel serve. ESOs, training officers, and all supervisors should be familiar with the contents of this manual.

Q3. What manual contains the procedures for the administration of the Navy's enlisted advancement system (NEAS)?

Q4. What publication lists the latest available Navy Nonresident Training Courses?

Q5. How often are the Bibliographies for Advancement-In-Rate Exam Study (BIBs) posted (issued)?

NAVY COLLEGE AND OTHER BENEFIT PROGRAMS ONLINE REFERENCES

You will also find the following Voluntary Education online references helpful:

- NAVY COLLEGE WEB SITE available on line at: www.navycollege.navy.mil, and
- DANTES WEB SITE available on line at: www.soc.aascu.org.

Other helpful web sites include:

- American Council on Education – Guide to the Evaluation of Educational Experiences in the Armed Services on line at: www.militaryguides.acenet.edu,
- Servicemembers Opportunity College on line at: www.soc.aascu.org,
- United States Military Apprenticeship Program on line at: www.cnet.navy.mil/nnaps/index.htm, and
- Department of Veterans Affairs Educational Assistance Programs on line at: www.gibill.va.gov.

ESO'S COMMAND PROFESSIONAL LIBRARY

The ESO should establish and maintain a professional library. It should contain current copies of Nonresident Training Courses and essential reference material.

Maintaining References

When an ESO fails to maintain proper control over official publications and directives, they will likely become outdated, improperly filed, or incomplete. Improper maintenance and control of publications and directives jeopardize routine procedures and may create unexpected problems or delays because of inaccurate or obsolete information.

A good method of keeping publications and directives current is to place the ESO on the command's central distribution file list. The ESO will then receive all incoming weekly transmittal sheets to review. (See fig. 1-1.) When reviewing the sheets, the ESO should make a notation of any information he or she needs on the routing or transmittal sheets. When the central file office receives the sheets, it will provide the ESO with the information requested. For example, in figure 1-1, the ESO would want a copy of the instruction on the LDO program.

Access to References

Publications should be located where Educational Services Office workers have reasonable access to them. However, a system of control should be set up so that authorized personnel can locate publications when needed. Experience has shown that indexing and cataloging of publications, as follows, is a good system, although not required:

Indexing—To index publications, give each publication a number in numeric sequence. Place the

DEPARTMENT OF THE NAVY
Defense Automated Printing Service
1401 South Fern Street
Arlington VA 22202-2889

TRANSMITTAL SHEET 9-97

12 December 1997

To: All Ships and Stations
Subj: Navy Instructions and Notices

Instructions, notices, and change transmittals forwarded herewith are verified before printing. Reproduction of signatures is omitted under authority of SECNAVINST 5602.1A. Central receiving points within an activity should detach this transmittal sheet, staple together all pages of each attached directive, and route specific instructions, notices, and change transmittals to appropriate organizational units. Instructions are to be filed according to Part II of SECNAVINST 5215.1C of 14 April 1970 (Subj: Department of the Navy Directives Issuance System). Additional copies of this transmittal sheet can be requisitioned from the Naval Inventory Control Point, Cog "I" Material, 700 Robbins Avenue, Philadelphia, PA 19111-5098, using DD1348 in

MILSTRIP format. IN ORDER TO ENSURE AVAILABILITY, DO NOT SUBMIT REQUISITIONS FOR LISTED INSTRUCTIONS FOR 45 DAYS. Listed notices should be requisitioned directly from originating office or bureau. The Navy All Ships and Stations Transmittal Sheet is published at the direction of the Chief of Naval Operations under NAVSO P-35 (Rev. May 1979) guidelines and is printed commercially with appropriated funds. Controlled Circulation postage is paid at Washington, DC and additional point of entry. Send address changes to the Naval Inventory Control Point, Code 3334, Room 3401, Building 1, 700 Robbins Avenue, Philadelphia, PA 19111-5098.

Instructions

BUPERSINST 1131.1A

In-service Procurement for Appointment under the Active and Reserve Limited Duty Officer (LDO) and Chief Warrant Officer (GWO) Programs
Rank, Seniority and Placement of Officers on the Active Duty and Reserve Active Status Lists of the Navy and Marine Corps

BUPERSINST 1427.2B

External Instructions

A list of external instructions for the period of 14 May through 3 December 1997 follows the Instructions.

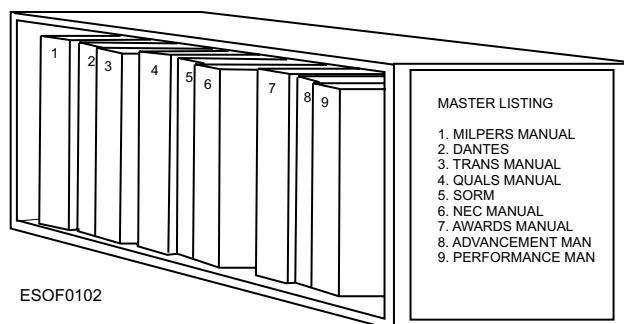
ESOF0101

Figure 1-1—Sample transmittal sheet.

number on the spine of the publication so that it is visible when the publication is on the shelf.

Cataloging—To catalog publications, prepare a master listing of the publications in numeric sequence. Place this master listing on or near the publication shelf. (See fig. 1-2.)

NOTE: Some references are being issued on CD-ROM only, but you may want to print copies and maintain them in a master list. Several references are available on-line, if you don't always have ready access to the Internet, you may want to print these references also.



ESOF0102

Figure 1-2—Publication shelf with master listing.

Check-Out Procedures for References

One person should be delegated the authority for control and maintenance of directives and publications. That person should set up a check-out system for maintenance control of all reference materials at all times.

Another method of control is to assign maintenance of specific publications and directives to the personnel who use them routinely. These people then make changes to the publications and directives, keep them current, and properly store them. If this method is used, the personnel responsible for maintaining the publications should maintain the master list. *Department of the Navy Directives Issuance System*, SECNAVINST 5215.1, contains guidelines for maintaining an effective directive system.

- Q6. *The ESO's Command Professional Library should contain what materials?*
- Q7. *When an ESO fails to maintain proper control over official publications and directives, in what kind of condition will they become?*
- Q8. *What is considered a good system of control for the ESO and authorized personnel to locate publications when needed?*
- Q9. *What instruction contains guidelines for maintaining an effective directive system?*

LIBRARY MULTIMEDIA RESOURCE CENTER

Learning Objectives: *Describe the purpose of the LMRC and list some of the services provided.*

The Library Multimedia Resource Center (LMRC) is a platform for delivering training and educational programs to shipboard personnel. Established, funded, and administered by the Navy General Library Program (NGLP), these computer-based centers provide a variety of resources for the personal growth, professional development, educational support, skill development, and recreational enjoyment of fleet Sailors.

LMRCs are Morale, Welfare and Recreation (MWR) components that help personnel achieve their maximum personal and professional potential. The variety, size, and content of LMRC collections and services vary among ships. Normally, resources include commercial and Navy produced CD-ROM

products, software, audio and video products, and print material to include books and periodicals. LMRCs provide Sailors with “one-stop shopping” for materials and services which achieve the following:

- Support professional development,
- Provide personal advancement materials,
- Encourage and support educational opportunities and lifelong learning experiences,
- Improve job skills and readiness, and
- Promote the productive use and enjoyment of leisure time.

Aboard larger ships, the LMRC is located in the ship's library and is managed by the library officer. On smaller commands, they may be located in the training rooms, central office complex, or available lounge areas and are managed by an assigned LMRC officer. Administration of the center should include coordination with the engineer officer, ESO, training officer, and ADP personnel.

Basic LMRC equipment includes state-of-the-art multimedia computers, Windows NT servers, CD-ROM towers, laser and color printers, scanners, TV/VCRs, camcorders, audio cassette player/recorders, compact disc players, and projectors. Initially provided by NGLP, equipment becomes ship's property and is maintained by the ship. Regular upgrade of equipment and resources are planned by NGLP, but the ship's operating target (OPTAR) and MWR can be used to augment.

Anyone desiring to set up an LMRC can get detailed information by writing to the following address:

Commanding Officer
Naval Education and Training Professional Development and Technology Center (NETPDTC) N73
6490 Saufley Field Road
Pensacola, FL 32509-5239

- Q10. *The library multimedia resource center (LMRC) is established, funded, and administered by whom?*
- Q11. *Aboard larger ships, the LMRC is located where and managed by whom?*

SUMMARY

The duties and responsibilities of an ESO are wide in scope. In the Navy, as well as in other services, training and education are a continuing process. From the time of enlistment until separation from the Navy, personnel are expected to broaden their knowledge and increase their skills. Training and education allow personnel to assume more responsible positions. Assuming more responsible positions increases their potential for advancement to senior enlisted grades and for selection to officer status. An ESO must be able to communicate effectively with all personnel both up and down the chain of command. Remember that most areas of the educational process involve the ESO. A proficient and knowledgeable ESO will have a definite positive impact on the success of each member in the command.

REFERENCES USED TO DEVELOP THIS CHAPTER

Advancement Manual, BUPERSINST 1430.16D,
Bureau of Naval Personnel, Washington, D.C.,
1991.

Navy Voluntary Education Program, CNETINST
1560.3D, Chief of Naval Education and Training,
Naval Air Station, Pensacola, Fla., 1991.

*Standard Organization and Regulations of the U.S.
Navy*, OPNAVINST 3120.32C, Office of the Chief
of Naval Operations, Washington, D.C., 1994.

ANSWERS TO EMBEDDED QUESTIONS

CHAPTER 1

- A1. *Standard Organization and Regulations of the U.S. Navy*, OPNAVINST 3120.32.
- A2. *The ESO*.
- A3. *Advancement Manual*, BUPERSINST 1430.16.
- A4. *Catalog of Nonresident Training Courses*, NAVEDTRA 12061.
- A5. *Three times a year*.
- A6. *Copies of NRTCs and essential reference material*.
- A7. *Outdated, improperly filed, or incomplete*.
- A8. *Indexing and cataloging of publications*.
- A9. *Department of the Navy Directive Issuance System*, SECNAVINST 5215.1.
- A10. *The Navy General Library Program (NGLP)*.
- A11. *The ship's library and is managed by the library officer*.